

# Health Check Swivel

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## Overview

This document outlines health checks that can be made on Swivel installs.

## Prerequisites

Swivel 3.x

## Client reported issues

Have any issues been reported by users

## Swivel application checks

### Swivel Version

On the Swivel Administration Console check the Swivel version given in the top right corner. Check to see if an upgrade is required. See [Versions FAQ](#)

### Status

Check the Status page for:

- Excessive number of locked, deleted, disabled, inactive accounts
- Server is running in synchronised mode
- License has not or will soon expire or has been exceeded by the number of users.

### Logs

On the Swivel Administration Console check the Swivel logs on each Swivel instance, see [Log how to guide](#) and [Troubleshooting Files FAQ](#). Look for;

- NAS/AGENT requests not recognised by Swivel
- Repository Sync errors
- Syncs run at different times on servers
- Reasonable space between syncs
- RADIUS errors
- Large numbers of account creations/deletions

## Tomcat checks

## Tomcat logs

For a Swivel Virtual or hardware appliance check /var/log/tomcat, particularly the catalina.out, see also [Troubleshooting Files FAQ](#).

Check that there are not an excessive number of logs

Are the logs recording the required amount of logging data

## Operating system checks

### Disk space

On each Swivel virtual or hardware appliance see [Appliance Disk full](#)

### System logs

On each Swivel virtual or hardware appliance check the /var/log/messages, see also [Troubleshooting Files FAQ](#).

Also dmesg using the dmesg command

```
dmesg
```

### Date, time and timezone

On each Swivel virtual or hardware appliance check the date, time and timezone using the date command or [Webmin](#).

```
date
```

### Processes

```
ps -aux
```

### socket information

The following commands are useful

```
ss -s
```

```
ss -t
```

```
ss -l
```

## Networking

```
netstat -lanp
```

## Backups

On each Swivel virtual or hardware appliance ensure there is sufficient disk space

Are the backups in /backups and expected size

If FTP backups or scp backups are made ensure that they exist, see [Backup Appliance](#)

## Swivel virtual or hardware CMI checks

### Versions

On each Swivel virtual or hardware appliance check in the [CMI](#) under Advanced/version for the versions running to see if an upgrade is required, see [Appliance Versions FAQ](#)

### Appliance Heartbeat

On each Swivel virtual or hardware appliance check in the [CMI](#) under heartbeat status that the VIP is running on the primary. If required test the fail over to the standby by stopping heartbeat on the primary. Check Heartbeat and Mon are set to start at boot. See [VIP Status](#).

## Appliance Database Synchronization

On each Swivel virtual or hardware appliance check the MySQL status to ensure that they are in synchronization, see also [MySQL Appliance Database Synchronisation](#).

## Swivel hardware appliance Checks

Verify the DRAC card is accessible and working, see [DRAC Card How To Guide](#)

Is there an ISO image for bare metal recovery, see [Recovery Disk for Appliances How to Guide](#)

Are the Hardware appliances still under maintenance

## Escalating issues found on the health check

Issues found on a health check should be checked against the Knowledgebase and if required escalated through the reseller and raised as a support ticket, see [Support Ticket How To Guide](#).

## Known Issues

## Troubleshooting